



-
- within 48 hours when a child may be at medium risk of being in need of protection or a notice of maternity is received under subsection 9(4) of *The Child and Family Services Act*
 - within five working days when a child appears to be at low risk of being in need of protection or when a child under 12 years of age is involved in criminal activity
 - within 10 working days when there are no apparent child protection concerns, but services are needed to strengthen and support a family, or when services under *The Adoption Act* are requested.
- 12 Mandatory Safety Assessment** – When the identified issues (No. 8) require a response immediately and within 24 hours, the intake worker completes a safety assessment within 24 hours from the time the referral is received unless the supervisor approves an extension based on a review of the circumstances in the case. Depending on the agency, the initial worker may carry out the safety assessment, refer it to the appropriate worker to do, or refer it to the supervisor to assign a worker. When the recommended response time is more than 24 hours, the intake worker may complete a safety assessment when he or she has concerns about the safety of a child.
- 13 Physical or Sexual Abuse** – When a referral involves an allegation that a child has been physically or sexually abused, the intake worker initiates an investigation as required under section 2 of the *Child Abuse Regulation* and a child abuse investigation described in Section 1.1.2, Assessment. When the allegation concerns a person who works for an agency, child care facility or other placement resource, the worker [agency?] also refers the matter to the provincial child abuse investigator at the Child Protection Branch under section 18.6 of *The Child and Family Services Act*.
- 14 Use of Collaterals** – When necessary due to distance or circumstances, the intake worker may confirm the immediate safety of any children through contact with and assistance from:
- police
 - hospital
 - school
 - individuals in the local community approved by the agency

The worker does not rely on information and assistance from anyone whom he or she believes cannot be trusted in the situation. The worker provides information to collateral contacts in accordance with confidentiality provisions in subsection 76(3) of *The Child and Family Services Act*.



-
- 15 Another Agency Involved** – Consistent with section 7 of the *Joint Intake and Emergency Services by Designated Agencies Regulation*, on determining that another child and family services agency is currently providing services to a family or has a child in care, the intake worker notifies the other agency of the intake referral by the end of the next working day and, with that agency, develops a plan for providing services.
- 16 Reviews of Intake Reports** – The intake supervisor reviews all intake reports that conclude a child may be in need of protection within two working days of receiving the report. The supervisor ensures that appropriate action has been taken, including the development of a safety plan when required. When necessary, the supervisor also assigns a worker to complete the intake process.
- 17 Client Contact at Intake** – When there are protection concerns in a case, the intake worker or, if the case has been transferred to another agency or another worker, the assigned worker has direct contact with the person or family within 10 working days of receiving the referral for service.
- 18 Immediate Placement of Child** – When immediate out-of-home placement of a child is required, the intake worker:
- when possible, involves the family and child in the decision and choice of placement and assists them in making an informed choice by sharing non-identifying information on potential caregivers
 - involves other service providers or agency staff as necessary in identifying alternate caregivers
 - implements the preferred choice of the family and child when possible unless that choice is known to put the child at risk of requiring protection or is clearly not in the best interests of the child
 - places the child in accordance place-of-safety standards
- This standard also applies to the planning stage.
- 19 Placement Priorities** – In deciding on a placement resource, the intake worker considers the following caregivers in order of priority:
- immediate or extended family regardless of residence
 - other families within the child's community of origin
 - other families of the same region or tribal council as the child